

Title (en)

System and method to integrate device-related, user-related, and account-related information

Title (de)

Vorrichtung und Verfahren zur Integration von vorrichtungbezogenen, benutzerbezogenen und kontobezogenen Informationen

Title (fr)

Système et méthode pour l'intégration d'informations associées à un dispositif, un utilisateur et un compte

Publication

EP 1626342 A3 20100602 (EN)

Application

EP 05254962 A 20050809

Priority

US 91333704 A 20040809

Abstract (en)

[origin: EP1626342A2] A system for managing and servicing over a network at least one device including, a communication manager (930) configured to receive an alert and monitored information from the at least one device over the network, and to receive a user request for information related to the at least one device; a device subsystem (940) configured to store the monitored information received by the communication manager, and to store at least one of configuration and service information of the at least one device; a user subsystem (944) configured to store information related to users of the at least one device; an account subsystem (946) configured to store at least one of contract management information, billing management information, and order management information related to the at least one device; and a system controller (942) configured to coordinate operations of the device subsystem, the user subsystem, and the account subsystem in responding to the received alert and in responding to the received user request for information.

IPC 8 full level

H04L 29/08 (2006.01)

CPC (source: EP US)

G06Q 10/06 (2013.01 - EP US); **G06Q 10/10** (2013.01 - EP US); **G06Q 30/04** (2013.01 - EP US); **H04L 41/069** (2013.01 - EP US); **H04L 67/025** (2013.01 - EP US); **H04L 67/306** (2013.01 - EP US); **H04N 1/00344** (2013.01 - EP US); **H04L 12/14** (2013.01 - EP US); **H04L 41/026** (2013.01 - EP US); **H04L 51/00** (2013.01 - EP US); **H04N 1/34** (2013.01 - EP US); **H04N 2201/0039** (2013.01 - EP US); **H04N 2201/0082** (2013.01 - EP US); **H04N 2201/0091** (2013.01 - EP US); **H04N 2201/0093** (2013.01 - EP US); **H04N 2201/0094** (2013.01 - EP US)

Citation (search report)

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- [X] EP 1294127 A1 20030319 - RICOH KK [JP]
- [X] US 6631247 B1 20031007 - MOTOYAMA TETSURO [US], et al
- [X] US 6430711 B1 20020806 - SEKIZAWA HIROAKI [JP]
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Designated contracting state (EPC)

AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HU IE IS IT LI LT LU LV MC NL PL PT RO SE SI SK TR

Designated extension state (EPC)

AL BA HR MK YU

DOCDB simple family (publication)

EP 1626342 A2 20060215; **EP 1626342 A3 20100602**; JP 2006099739 A 20060413; US 2006085535 A1 20060420

DOCDB simple family (application)

EP 05254962 A 20050809; JP 2005229689 A 20050808; US 91333704 A 20040809